

IMMEDIATE

No. D-17016/01/2018-Ad.III
Government of India
Ministry of Home Affairs

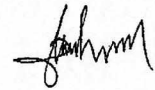
New Delhi, 9 April, 2018

CORRIGENDUM

This is regarding e-tender for AMC (Annual Maintenance Contract) of desktops, laptops, printers, UPS, scanners, MFP etc. uploaded on CPP portal on 4th April 2018. Complete list of terms and conditions for this particular e-tender attached in Corrigendum.

For	Read As
Annexure I in Tender document	Annexure I in Corrigendum

All the terms and conditions will remain same as per the tender document uploaded on CPP Portal.



(Sunil Bareja)

Under Secretary to Govt. of India

Tele: 23094956

Copy To: SO (IT), cell for publishing corrigendum on MHA website -
mha.gov.in / mha.nic.in

TERMS & CONDITION

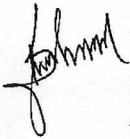
1. Firm should have a minimum of three years' experience in Hardware Service/Annual Maintenance Contract field, duly supported by documentary evidence. The firm should have successfully executed AMC in at least (3) Government Organizations and a copy of the last 3 years AMC should be enclosed with the sanctioned letter along with the list of clients, indicating the year of working and satisfactory report duly signed by the Department concerned.
2. Conditional bids shall not be considered and will be rejected summarily.
3. The L-1 firm whose tender is accepted will have to deposit security money @ 10% of total contract value. The earnest money and security money shall bear no interest.
4. Technical bid should also include the complete profile of the firm and above mentioned certificates/proof. The firm should also furnish the latest details of Govt. departments where they have completed the AMC in the proforma given below:-

S. No.	Name and address of the Govt. Department with telephone number	Details of equipment and number	No. of Resident Engineers provided	Period of Contract	Contract Value (Rs. in lakh)

5. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.
6. System maintenance charges shall not include the cost of consumables such as toners/cartridges/drums, CDs, and DVDs. Annual Maintenance Contract shall be comprehensive in nature and include servicing and repair/fixing of HDD/RAM/SMPS/motherboard of desktops, UPS battery. Laser Printers maintenance includes all parts including Fuser Assemblies, Fuser Units and Teflon Sheets. In case keyboards/mouse turns out to be faulty or defective other than physical damage, it should be replaced by the Firm.
7. The old/faulty hard disk will not be returned back to the firm/vendor due to the security restrictions. It may kindly be noted that the hard disks that is kept as a standby will not be returned to the vendor.
8. The firm would use only OEM spare parts. The firm must have multi-OEM product support capability i.e. HP, HCL, Dell, Lenovo etc. and shall act as single point of support contact for all the products. An OEM service provider certification in this regard should be submitted/uploaded.

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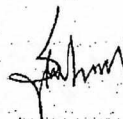
9. New equipment as and when purchased by MHA will be included in AMC as soon as warranty expires. This will be done through Addendum signed by MHA and the company.
10. The new upgrade items (Memory, HDD, MM Kit etc.) purchased by MHA and upgraded into the existing AMC system will also be included in AMC with the Company as soon as warranty period expires. This will be done through Addendum signed by MHA and the company.
11. Schedule Preventive Maintenance: Proper service and cleaning of all the desktops/printers/MFPs from inside will be carried out on quarterly basis and report of the same signed by the user will be submitted in Admin-III Section.
12. This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover breakdown or services for cost of spares arising out of damages caused due to fire, theft, accidents, earthquake, storm and other natural calamities.
13. The equipment will be returned in good working condition to MHA after the expiry of AMC period.
14. Whenever the system cannot be repaired on site within the specified time limits, the firm will have the option to take the equipment to their work-shop premises with prior approval and provide the alternate equipment of matching specification. This Ministry's equipment in any case will have to be repaired/set right within 10 days and returned to the Ministry. The firm will arrange their own transport for which no extra payment will be made.
15. The personnel of the Firm will comply with all the security regulations in MHA premises. The residential engineers will have to submit the attestation form duly filled for verification of character and antecedents.
16. The firm shall provide maintenance service through **eight** qualified experienced and competent Resident Engineers who shall remain in MHA. The scope of work covered deployment of eight maintenance engineers at MHA from 9.00 hrs to 18.00 hrs on all working days, and if required on Saturday/Sunday or holidays also without any extra payment/facility. The engineer should be equipped with a mobile phone. The engineer's pay will be as per norms of Labour laws/EPFO/Delhi Government's Minimum Wages Rule.
17. Resident Engineer should have sufficient and requisite knowledge of maintenance and troubleshooting in Window/Apple Mac/LAN environment and should be capable to diagnose and to provide quick solutions.
18. The Resident Service Engineers provided by the firm shall not be changed frequently. Only two changes in respect of each resident engineer will be permitted during the year. For any subsequent change a penalty of Rs. 5,000/- would be charged. However, if found incompetent by MHA, the resident service engineer shall be changed by the firm.
19. The Resident engineer deployed under the contract must have 3 years' experience in Computer Hardware, Diploma holder or BCA/B.Sc(IT)/DCAM etc. Preference shall be given to companies which deployed technically qualified engineers.



20. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. It will be open to the Ministry of Home Affairs to extend the terms of the agreement/contract for a further period on satisfactory performance of the firm.
21. The Resident engineers will be responsible for maintaining the Complaint Register.
22. The engineer shall report to NIC Section of MHA and carry out all the activities under the control and technical supervision of NIC Cell and Ad.III Section of MHA.
23. **SERVICE ASSURANCE FOR ALL PCs, PRINTERS, MPF, SCANNERS, LAPTOPS, ETC:** Maximum acceptable downtime will be one day excluding holidays from the time of registration of the complaint. In case, Company fails to adhere to the downtime stipulated herein, penalty clause as provided in Para 24 will apply.
24. **PENALTY CLAUSE:**
- (I) Penalty for not attending the calls/ complaints as per Para 23 will be Rs.100/- per working day for System, Printer, Laptop, Scanners etc. and Rs. 50/- for UPS."
 - (II) Penalty on failure of doing Scheduled Preventive Maintenance (PM) and submission of reports in time as per Para 9 will be Rs.175 per PM.
25. **AMC CHARGES:** AMC Charges for the systems would be applicable after finalizing the Tender.
26. **PAYMENT TERMS:** The payment will be released on quarterly basis. The Company will submit quarterly bill along with the downtime statement and PM Reports within one week of completion of the quarter to Ad-III Section, Ministry of Home Affairs. MHA will endeavor to make the payment at the earliest on receipt of a clear and correct bill from the company.
27. The Ministry reserves the right to cancel any or all the tenders without assigning any reason.
28. If any firms try to mislead the Ministry/Department by producing the fake documents, they will be debarred for ever for participating in all types of tenders in this Ministry.
29. In case the successful bidder(s) found in breach of any condition(s) of the tender at any stage, the legal action as per rules/laws shall be, initiated against the agency concerned. In that case security money shall be forfeited after giving proper opportunity through show cause notice.
30. The firm should have Annual Turnover of at least Rs. 1 core per annum. The firm must be an authorized service partner of HP, Lenovo, Acer, HCL, Dell, LG, Kyocera, Brother etc. and have

experience of providing AMC in atleast three Government Departments. The firm will have to attach supporting documents in this regard.

31. The tendering firm must be registered with the Service Tax Department and they must submit the latest Service Tax Clearance Certificate and GSTIN number. In absence of these documents, the tender will not be entertained.
32. All the firms participating in the tender must submit a list of their owners/partners etc. alongwith their contact Telephone numbers and a Certificate/undertaking to the effect that the firm is neither blacklisted by any Government Department nor any criminal cases registered against the firm.
33. No advance payment will be made.
34. A Technical Evaluation Committee will be constituted to scrutinize/finalize the Contract. The Committee reserves the right to reject any or all the tenders without assigning any reason thereof.
35. The tenderers may represent themselves personally or through authorized representative, if any, at the time of opening of tender.
36. The Committee in order to satisfy itself may conduct a spot enquiry to verify soundness, capability and viability of the firm.
37. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached alongwith the tender.
38. The contract shall be subject to the Indian Laws and Jurisdiction of the Courts located in Delhi.



(Sunil Bareja)

UNDER SECRETARY TO THE GOVT. OF INDIA

No. D-17016-01-2018-Ad.III
Government of India
Ministry of Home Affairs

New Delhi, 4th April, 2018

E-Tender notice

Subject: TENDER FOR ANNUAL MAINTENANCE CONTRACT OF DESKTOPS, LAPTOPS, PRINTERS, UPS, etc- regarding.

Date of issue of Bid document: 04.04.2018

Due Date of Receipt: 25.04.2018, Time 3:00 PM

Date of opening of Technical Bid: 26.04.2018, Time 3:00 PM

Date of opening of Financial Bid: To be intimated later

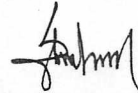
This Department invites online quotations for Annual Maintenance Contract for desktops, laptops, printers, scanners, MFP, UPS etc. in the Department as per dual bid system (i) Technical Bid and (ii) Financial Bid.

2. The terms and conditions of the contract may be seen at **Annexure-I. Quotations** may be submitted online by **3:00 p.m. 25th April, 2018. Technical bid shall contain all the documents in support of technical qualification of the bidder and financial bid shall strictly be submitted as per annexure III only.**

3. Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand) in the form of Bank Demand Draft drawn in favor of **DDO (Cash), Ministry of Home Affairs, New Delhi** may be submitted in a separate envelope as per Annexure IV at Hall No. 2, Jalebi Chowk, North Block, New Delhi before the last date of submission of bids.

4. The scope of work covers IT equipment listed in **Annexure II** installed in **North Block, NDCC-II Building, Major Dhyan Chand National Stadium, Jaisalmer House, Vigyan Bhawan, Lok Nayak Bhawan, and residence of senior officers.**

5. The firms should submit their Technical and Financial bids online only on Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app> in the format as given in respective annexures on or before 3:00 p.m. 25th April, 2018. The technical bids shall be opened on 3:00 p.m. on 26th April, 2018. The technical bids of all the companies will be evaluated and technically qualified bidders will be declared accordingly. Financial Bids of technically qualified companies will **tentatively** be opened after ten days of opening of the technical bids in the presence of duly constituted financial committee. The Department reserves the right to accept or reject any or all quotations without assigning any reasons thereof.



(Sunil Bareja)

Under Secretary to the Govt. of India

Tele: 23094956

copy to:- IT Cell for publishing tender on MHA website.

Annexure-I

TERMS & CONDITION

1. Firm should have a minimum of three years' experience in Hardware Service/Annual Maintenance Contract field, duly supported by documentary evidence. The firm should have successfully executed AMC in at least (3) Government Organizations and a copy of the last 3 years AMC should be enclosed with the sanctioned letter along with the list of clients, indicating the year of working and satisfactory report duly signed by the Department concerned.
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S. No.	Name and address of the Govt. Department with telephone number	Details of equipment and number	No. of Resident Engineers provided	Period of Contract	Contract Value (Rs. in lakh)

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27. The Ministry reserves the right to cancel any or all the tenders without assigning any reason.
28. If any firms try to mislead the Ministry/Department by producing the fake documents, they will be debarred for ever for participating in all types of tenders in this Ministry.
29. In case the successful bidder(s) found in breach of any condition(s) of the tender at any stage, the legal action as per rules/laws shall be, initiated against the agency concerned. In that case security money shall be forfeited after giving proper opportunity through show cause notice.
30. The firm should have Annual Turnover of at least Rs. 1 core per annum. The firm must be an authorized service partner of HP, Lenovo, Acer, HCL, Dell, LG, Kyocera, Brother etc. and have

ANNEXURE-II**LIST OF ITEMS**

SN	Name of Equipment	Quantity	Per unit Price	Total (in Rs.)
1.	COMPUTER/DESKTOPS			
I	Core 2 Duo	178		
ii	i3/i5	596		
iii	i7	326		
iv	All-in-one desktop Core i5 (HP/Dell)	24		
V	Apple I-Mac	8		
Vi	Laptops (Apple/HP/Dell/Lenovo)	67		
2.	PRINTERS			
I	B/W Mono Printers (Samsung/HP/Ricoh/Brother)	658		
ii	Colour Printers LJ (Samsung/HP/ Brother)	13		
iii	Multifunction Printer with fax/copy/scan B/W (HP/Brother/Samsung/Canon)	156		
iv	Multifunction Printer Colour (HP/Brother/Samsung/Canon)	33		
V	HP Scanner (Model-7500/8270)	73		
Vi	HP Scanner (Model-200/5590)	7		
3.	UPS 1KVA (ORBIT/PULSETECH/VENUS/NEXUS etc.)	757		

Technical Bid

Annexure-III

Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops and Servers etc.

S.N.	Particulars	To be filled by the Tenderer (with proper indexing/page no.)
1.	Details of the firm:	
2.	Details of Demand Draft:	
3.	Proof of experience: a) 3 years' experience in the Government Organization	
4.	Required attested documents: a) The audited accounts (for the year 2015-16 and 2016-17) b) IT Returns filed and IT Clearance Certificate (for the year 2015-16 and 2016-17) c) Sales Tax Certificate d) PAN/TAN Card e) Service Tax Registration Number/GSTIN No.	
5.	Affidavit for non-blacklisting	
6.	Details of resident engineer:	
7.	Details of Annual Turnover (Rs. 1 crore)	
8.	Satisfactory Certificate from Government Organizations	
9.	Service provider Certificate (OEM certificate)	
10.	Token for acceptance of all terms and conditions as specified in tender notice	

NOTE: Only requisite documents are to be attached. Kindly attach documents in proper indexing.

**Signature of the authorized signatory of the
Tenderer with seal of the firma and date**

Place:

ANNEXURE - IV

F. No. _____-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi
Dated.....

Name of the company.....

It is hereby declared that we have submitted the online bid against the tender of even No. dated..... vide reference No..... A Demand Draft No.datedis attached herewith.

Signature
(Name of the signatory)

*this letter along with Demand Draft may be submitted in a sealed envelope (the name of the company may be scripted on the envelope) shall be submitted before the scheduled last date to the Under Secretary (Ad-III), Room No. 2, North Block , New Delhi.